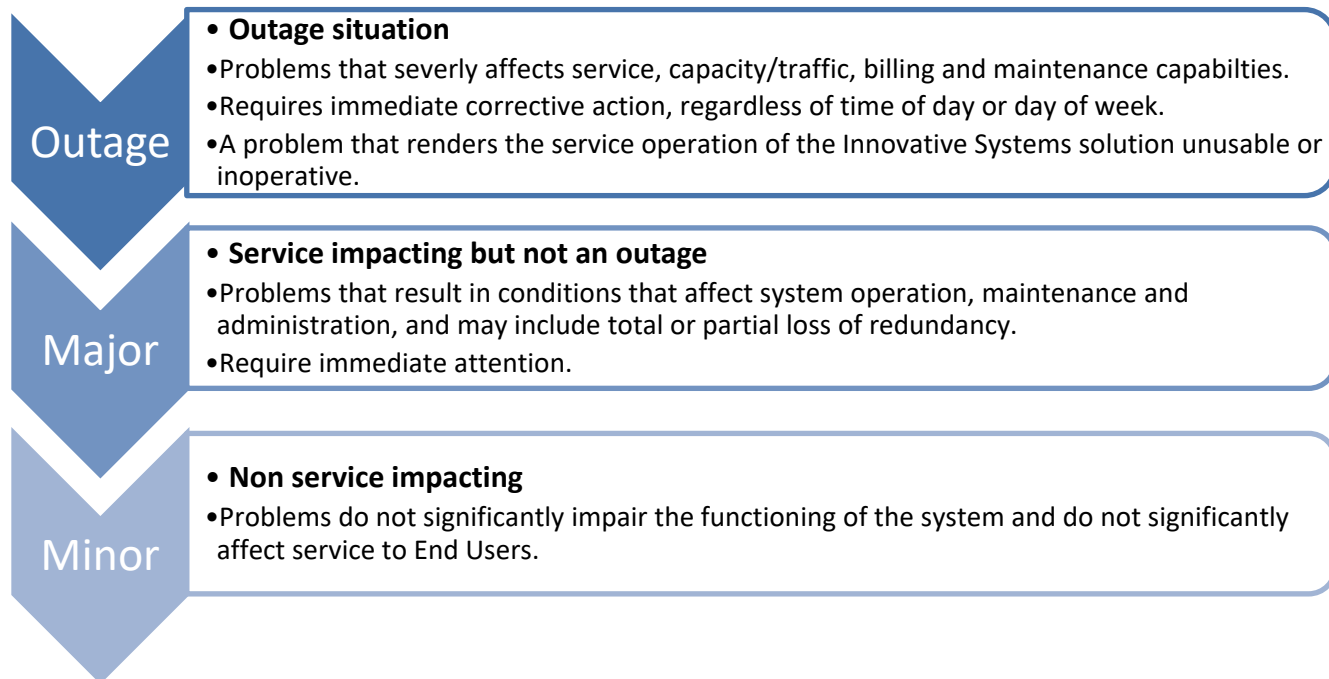


Innovative Systems Voice and Video Support Policy

Problem Severity Classification



Technical Support Responsiveness Targets

Emergency Cases	<ul style="list-style-type: none">• Problem Severity: Outage• Target Resolution Time: 75% of problems resolved within 60 minutes
Non-Emergency Cases	<ul style="list-style-type: none">• Problem Severity: Major• Target Resolution Time: 95% of problems resolved within 36 hours
Non-Emergency Cases	<ul style="list-style-type: none">• Problem Severity: Minor• Target Resolution Time: Within 10 days, commit to resolve in the next release

Notes:

i) Intervals above are triggered by Supplier's receipt of a Problem Report by phone, email, or web communication, as applicable (after hours emergency, requires a phone call); and

ii) In order to meet the Target Resolution Time, Innovative Systems expects customer to provide a telephone and cell phone contact in addition to an email address.

Technical Support Contact Information

Technical Phone Support

- North America
- 8 am to 5 pm (Central time)
605-995-6120
- Tickets and emails are not necessarily monitored outside of normal business hours
- After hours emergency recovery
605-333-4609
- Phone call is required after hours

Contact Numbers for Escalation

- Greg Goldammer
 - Business hours/direct 605-990-7131
 - After hours 605-333-4609
- Scott Sobolewski
 - Business hours/direct 605-990-7261
 - After hours 605-299-6032
- Jerry Weber
 - Business hours/direct 605-990-7120
 - After hours 605-999-1444

Technical Support Web Portal

- <https://www.innovsys.com/innovsys/apapmax-support/>
- Web location to get live support
- Enter and access your company's support tickets
- Find technical documentation
- Locate training videos and information

Email Contacts

- support@innovsys.com
- Greg Goldammer
 - gregg@innovsys.com
- Scott Sobolewski
 - scotts@innovsys.com
- Jerry Weber
 - jerryw@innovsys.com

Note:

Innovative Systems will staff its telephone support service with qualified technical representatives with a detailed working knowledge of the Product.

Additional Technical Support Information

Beyond Trust (Bomgar)

- With Beyond Trust (Bomgar) Remote Support, Innovative Systems can see your screen and fully interact with the remote desktop to help us best support our service provider customers. Please click on the link below to initiate a remote support session if needed.
- <https://www.innovsys.com/innovsys/apapmax-support/>

IS Customer Ticket Portal

- With the IS Customer Ticket Portal, you will be able to :
 - Submit a new ticket, support, RMA, and guide data updates
 - Search your tickets
 - Manage open tickets you have submitted
- If you have a support request, go to <http://www.innovsys.com/innovsys/Registered/> and login using your company User ID and Password.
- Click on the SUPPORT TICKETS button and select Start Ticket to open a New Support Case.

Support Tickets

